



**Louisiana Department of Health and Hospitals**  
**Informational Bulletin 16-8**  
**April 1, 2016**

**Issue: Managing Third Party Liability (TPL) Updates for Medicaid Enrollees**

Effective immediately, to update a Medicaid enrollee's TPL file, providers should use the current version of the following forms, as appropriate:

**Medicaid Recipient Insurance Information Update-Private Insurance Plans and Medicare Advantage Plans**

- To update private insurance and Medicare advantage coverage on an enrollee's TPL file, providers may fax this form to the enrollee's current Managed Care Plan. This also applies to those currently enrolled in a plan for behavioral health services only.
- If the member has medical insurance information on file and it differs from the information the provider has, the provider must report the information by either calling or faxing this form directly to the Managed Care Plan at the number listed below:

<b><u>PLAN</u></b>	<b><u>Phone</u></b>	<b><u>Fax</u></b>	<b><u>PREFERRED METHOD</u></b>
Aetna Better Health	1-855-242-0802	1-844-479-2590	Fax
Amerigroup	1-800-454-3730	1-855-363-0727	Fax
AmeriHealth Caritas	1-888-922-0007	1-215-863-5221	Call
LA Healthcare Connections	1-866-595-8133	1-866-768-9374	Call
UHC Community Plan	1-866-675-1607	1-877-324-8202	Call

- If the patient is enrolled in fee for service Medicaid only (not enrolled in a Managed Care Plan) and submission of this form is necessary, it should be faxed to the Department of Health and Hospitals (DHH) at 225-342-1376.

**Medicaid Recipient Insurance Information Update Form-Traditional Medicare Only**

- To update traditional Medicare on an enrollee's TPL file, providers should fax the form to DHH at 225-342-1376. This includes Medicaid enrollees who are not in a Managed Care Plan, as well as those only in a Managed Care Plan for behavior health services.

**Note:** If medical insurance is missing on a file, the claim should include the medical insurance information and should be submitted to the Managed Care Plan as secondary. The Managed Care Plan will process the claim accordingly as the secondary payer and add the TPL information to the file for future claims.

To access the current version of both forms listed above:

- Go to the [www.lamedicaid.com](http://www.lamedicaid.com)
- Click on **Forms/Files/User Manuals** on the left navigational bar

- Click on **Online Forms**
- Scroll down to the forms referenced above, and select the appropriate form as described in the table next to the form itself
- Complete the form, print it, and fax it to the appropriate Managed Care Plan or DHH (as explained above).

**Note:** As of July 1, 2015, DHH no longer forwards TPL update forms to the Managed Care Plans.